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November 2005

Rising Named Outstanding Employee



The Governor's Veterans Affairs Advisory Committee honored Jim Rising, Veteran Services Program Manager in Olympia, with the Outstanding Employee award, during their recent Outstanding Service to Veterans program in Auburn.

Jim Rising has been with WDVA since 1983. He is a classic example what a public servant should be. He is a thoroughly dedicated public servant and because of his unselfish efforts, many veterans now in our state are getting services they deserved.

His greatest attribute to the agency is finding outside resources to lessen general fund state money and continue excellent service to the public.

Rising is a very resourceful and caring leader. Because of his strong leadership ability, he easily energizes his subordinates and co-workers interest in veterans issues.

Congratulations, Jim!

New Armed Forces License Plates Go On Sale

Beginning January 3, 2006, the Washington Department of Licensing will issue license plates with six separate designs, each containing a symbol representing a different branch of the armed forces to include Army, Marine Corps, Navy, Air Force, Coast Guard, and WA National Guard.

The recipients of the first 25 plates from each branch of service will receive their new license plates at a special ceremony to be held at the Capitol on Jan. 3. Interested veterans submitted their names throughout the last three months to WDVA, and the winners were chosen in a drawing held by a subcommittee of the Governor's Veterans Affairs Advisory Committee and the Veterans Legislative Coalition. These individuals were notified by mail.

Purchasers will also receive a decal indicating their military status, to include:

- * Veteran
- * Active Duty
- * Disabled Veteran
- * Army Guard
- * Army Retired (for Army National Guard Retirees)
- * Air Retired (for Air National Guard Retirees)
- * Fallen Hero (available to an eligible family member of a military member killed in action)
- * Retired
- * Reserves
- * Air Guard

The special license plates may be used in place of regular or personalized license plates for

motor vehicles, including motorcycles, required to display one and two motor vehicle license plates (due to the size of motorcycle plates, the decals will not be available for motorcycle plates).

In addition to other state and county registration charges, the plates will cost \$40 for the initial purchase and \$30 for each yearly renewal. \$28 from the purchase and renewal of each plate will be directed to the Veterans Stewardship Account and is tax deductible.

A GREAT GIFT IDEA

While you cannot purchase an Armed Forces License Plate for someone else, you can honor their service by giving a certificate (available in our Admin Office) and your contribution toward their plate.

Season's Greetings

During this Holiday Season, our thoughts turn gratefully to those who have preserved our country's freedoms through their military service.

Thank you for your service to our country!

Best Wishes for the Holiday Season and a Happy New Year.

The enclosed gift will help you purchase an Armed Forces License Plate, available at any Licensing Office beginning January 3, 2006.
(Only veterans, active duty, or widows (ers) are eligible to purchase the Armed Forces License Plate)

DIRECTOR'S MESSAGE



John E. Lee, WDVA Director

I am very proud and excited to work for an agency that celebrates Veterans each and every day, throughout the year. I'd like to take a moment to share with you my Vision and direction for WDVA over the next few years. The basic premise is as follows:

We **Trust** our military to protect our freedoms.

Our military veterans and their families can **Trust** their Washington State Department of Veterans Affairs to:

- ★ **Serve** as their advocate for all VA entitlements;
- ★ Help **Heal** their seen and unseen wounds of war;
- ★ Give **Help** to the homeless;
- ★ Provide quality **Care** in our Veterans Homes; and
- ★ **Honor** veterans in their final resting place.

Our **Commitment** is to always be worthy of that trust.

It is our collective action that bring the premises of this Vision statement to life, for example:

Every day, benefits specialists, contract service officers and volunteer service officers, serve as advocates for veterans - helping them access their federal veterans benefits - linking them to the health care, compensation and education benefits they earned by their service and sacrifice.

Every day, mental health counselors across our great state provide veterans and their families with a way to begin healing those unseen, but equally painful, wounds of war.

Every day, our staff members offer help to our brothers and sisters who have fallen into the unforgiving cycle of homelessness. They find them in shelters, on city streets, and sometimes, in county jails, and do their best to show these veterans a better path.

Every day, we serve veterans in our wonderful Veterans Homes, striving to provide compassionate care and never losing sight of the fact that we work in their home.

And, every day, we mourn the passing of our brothers and sisters across the state, while making every effort to ensure they are properly honored in their final resting place.

For our newest veterans, we're partnering with federal, state and local organizations to welcome them home and helping them to transition

back into their roles as Mom and Dad, co-worker, student and neighbor. Having learned from past mistakes, our hope is that by reaching out to these soldiers and their families early, we are creating the opportunity to make their transition home a positive one.

I hope you will share in my enthusiasm for treating every day as Veteran's Day! My commitment to you, is to work hard to earn your trust and the trust of our veterans community.

John E. Lee, WDVA Director



Happy Holidays

May your family and friends share the joys of this wonderful Holiday Season



HR Commits to New Vision

As you all know, Evelyn Harris is retiring after 31 years of service with this agency. We thank her for the great public service she provided to our veterans and employees, and wish her a wonderful retirement.

Dariush Khaleghi "DK", is taking on Human Resource manager responsibilities. He also manages the Information Technology (IT) Dept. and Strategic Planning. The integration of these responsibilities allows our agency to tackle the governor's requirement to cut WA Management Services positions in the support services, rather than core service. This is a personal commitment that John Lee has made.

DK has significant management and leadership experience in training, operations, customer service, planning, IT, and strategic planning. At Intel Corporation, he worked in training as a part of the HR department, for close to three years. At Washington State Human Rights Commission, he managed HR, budget, IT, support services, and investigations of discriminations as the Deputy Director and Interim Executive Director. He is an advocate of justice at work and improving work environment for all of our staff.

According to DK, HR departments are becoming much more strategic and critical to the success of organizations. WDVA HR has a new vision and mission to align itself to the agency's vision and mission to

ensure the short and long-term objectives are achieved. WDVA's employees are our greatest capital and resource to embrace and drive a culture of high performance. Your HR Department's new vision and mission recognizes and capitalizes on this belief.

Vision

Our employees are our most valued resource. HR's commitment is to provide them with the tools, training, and continued education to lead a culture of performance.

Mission

Helping your WDVA to be the workplace of choice.

Some of our Priorities:

1. Recruitment/Retention strategy/plan
2. Consistency of HR operations/workforce planning across all our homes
3. Training and development
4. Performance Planning and management
5. HR/Payroll and Benefits Integration
6. HRMS implementation
7. Compliance and alignment to the governor's HR management requirements

To accomplish these objectives, effective Nov. 15th, Debby Griswold, HR Mgr at Retsil, has taken on the role of HR Operations Manager for all the homes. In this capacity, she will manage the HR consultants at the homes. Lisa Benavidez will remain the Assistant HR Manager in Olympia and will

focus on Support and Vet Services, in addition to ownership of critical strategic programs. Feel free to contact any of the HR staff should you have questions or need any assistance.

To become the workplace of choice and a leader of a performance-driven organization, your partnership and involvement is needed. It will take all of us working together to serve those who served effectively.

Key Positions Filled

James Topel Joins the IT Team



Our Information Services staff has hired a new Computer Technician to assist in providing

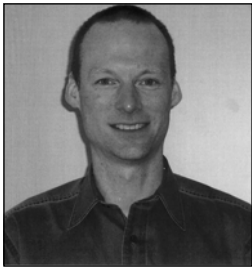
outstanding customer service and support for our agency. His name is James Topel, and he reported to work October 17th.

James was working as a Wireless Data Technical Support Lead with WDS Global in Kirkland, WA, and he is very excited about joining the WDVA Information Services team. His work duties will mainly be focused at the Soldiers Home, Central Office and Vet Services. You can reach James at 360-725-2201 or Cell 360-584-6566.

Key Positions Filled Continued

James lives in Fife, is married and has a three month old baby boy. Please join in welcoming James to the WDVA Team.

Pharmacy Manager Selected



Washington Veterans Home is proud to welcome **David Smith** to serve as

Pharmacy Manager. Mr. Smith comes from Walgreen's Pharmacy in Bremerton where he also served as the pharmacy manager. He has held positions as a staff and clinical pharmacist in a hospital setting, as well as for the State of Washington Department of Corrections.

David looks forward to the opportunity to practice and to provide the necessary knowledge and leadership to ensure and enhance quality pharmacy services, and dignified and compassionate care for the veterans residing at the Washington Veterans Home and the Spokane Veteran Home.

Welcome Dr. Anderson

Washington Veterans Home is proud to welcome **Dr. Karen Anderson** to



serve as Medical Director and primary physician for the Retsil Veterans Home. Dr. Anderson attended the University of Washington where she received her medical degree. She also received her Masters in Public Health from the University of Washington School of Public Health and Community Medicine.

Throughout her medical career of almost 30 years, Dr. Anderson has worked in general and preventive medicine, adult primary care, alcohol rehab. program and in pediatrics. She has worked as a physician for the State of Washington at the Washington Corrections Center for Women and at Fircrest Residential Habilitation Center for the developmentally disabled.

Dr. Anderson has a strong quality assurance background. She worked for QualisHealth for WA, AK and ID as a project director.

Most recently, Dr. Anderson worked as the Associate Medical Director for QSource in Memphis TN. The goal of QSource is to reduce or eliminate healthcare disparities for underserved populations.

Dr. Anderson looks forward to the opportunity to provide the necessary medical

support, knowledge and leadership to ensure and enhance quality, dignified and compassionate care for the veterans residing at the Washington Veterans Home.

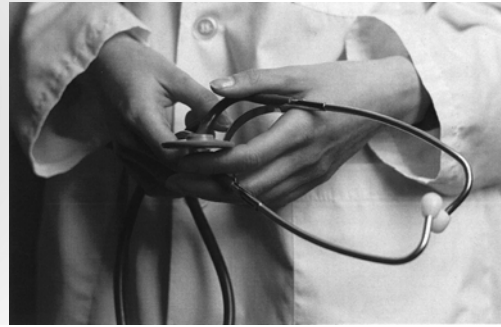
Who Retired?

Ray Anderson, Electrician Retsil - 20 yrs
Darla Grav, FSA Orting - 23 yrs
Dorothy Stanifer, FSA Orting - 20 yrs
John King, Director - 30 yrs
Gary Clark, VBS Seattle - 12 yrs
In December:
Evelyn Harris, HR Mgr - 31 yrs
Derold Perry, VBS Orting - 12.5 yrs



WDVA Director John King (left) retires from 30 years of state service, 8 years with the Department of Veterans Affairs. Over 150 people attended his retirement party at the Indian Summer Golf Course in Lacey. During the celebration, First Gentleman Mike Gregoire (right) presented John his 30 year pin. John received many recognition plaques from the veterans community and a gift certificate from friends and staff for a new set of golf clubs.

Superior Service Recognized by Veterans Family



Dear Ms. Magonigle:

The family of Gary L. Sayles would like to thank the many people who worked on his behalf and ours beginning August 29, 2005. Every person that we met during the time that Gary was at the Spokane Veterans Home was compassionate, positive and extremely helpful. Each individual went out of their way to see that our needs were met, over and above any expectations we had. From the moment we entered this facility, it felt like a "family." Though Gary died on September 2nd, the Spokane Veterans Home would have been an ideal place for him to live.

There are a few folks we would especially like to commend. **Marv King**, as Veterans Benefits Specialist, professionally guided us through the financial arrangements, skillfully managing details and putting our minds at ease so that we could focus on Gary. His knowledge and empathy were a balm to us. And, the late and long hours he worked to assist us did not go unnoticed. **Patty Hasbrouck**, the Psychiatric Social Worker had the ability to anticipate our emotional needs and provided a warm, loving and

safe "shoulder" to cry on. Her training and understanding of hospice care supported us and helped us prepare for Gary's death.

The skilled nursing team, under the highly proficient and expert direction of supervisor **Mary Engstrom**, worked tirelessly with Gary and our family. First and foremost, **Dennis Williams** was nothing short of a Godsend. We felt very secure in his nursing competence and leaned heavily on him for emotional support. His knowledgeable and merciful care ministered deeply to us. **Chrissi Charles** as one of Gary's nurse's aides was a continual "bright spot" in our days. With her qualified, kind and gentle manner, she encouraged us as she took good care of Gary. How can you thank someone enough who is with your loved one when they pass away? We are grateful to **Stephanie Capon** that she was with Gary when he died and that she could share with us his peaceful departure from this world.

We would also like to express our appreciation to **Keith O'Donnell** and **Chris Saunders** who served as the transport team, picking Gary up at Felts Field. They went out of

their way to see that he was safely brought and carefully situated at the Veterans Home. And, during the several days that Gary and our family were in Spokane, we were greeted and given patient, courteous and loving assistance from receptionist **Phyllis DuPape**.

We feel blessed that Gary was treated with dignity, appropriate humor and encouragement and received the medical attention he needed in spite of his financial situation. The Spokane Veterans Home is fortunate to have so many individuals who care deeply about the residents and their families. The fond memories we have of Gary will continue to sustain us. Likewise, the friendships formed with employees of the Spokane Veterans Home will carry with us the rest of our lives.

Last week, when Congresswoman McMorris and her assistant, Shannon Kelly, were in Pullman and expressed sorrow at Gary's passing, it was a pleasure to be able to share with them the wonderful care that Gary received at the Spokane Veterans Home.

Thank you one and all,

Sayles Family

Housekeeping Really Is FUN!

Throughout the week of September 12th -16th, 2005, Spokane staff had a lot of fun celebrating Custodial, Laundry and Plant Week. Each day of the week the staff dressed in different outfits. The residents loved to see what they were going to look like each day.

Shannon Sullivan, Purchasing & Housekeeping Supervisor coordinated the celebration.



Custodial staff on Tatoo Day, a part of the Custodial/Laundry/Plant Recognition Week.

However, according to Shannon, she takes it upon herself to recognize her staff on a regular basis.

"I feel doing something at least monthly brings them together as a team and keeps the moral up within the department. I like to show my employees that I do notice their hard work and appreciate their efforts. Everyone needs a pat on the back!" Shannon said.

The custodial/laundry department often have potlucks or just doughnuts together. And, apparently they appreciate her as a caring supervisor, their department has a very low turnover.

During the Holidays, they're planning a party & gift exchange.

Have You Thanked Your Health Care Food Service Worker Lately?

The week of October 3-7 was National Health Care Food Service Worker Appreciation Week. It's an opportunity to honor all employees who work behind the scenes preparing and serving the food in our facilities. This is a time to show support for staff, colleagues and/or friends...Thanking them for all of the hard work that they do to serve and nourish you and our veterans!

On October 3rd and 4th, Retsil held a recognition event to honor their food service staff. They have worked very hard over the last year to



provide service amongst the evolution of their facility from what it was, to the new facility that it has become today. And they continue to provide excellent service on a daily basis.

According to Food Manager Theresa Stanton-Grose, approximately 45 staff (including intermittents), serve approximately 300 meals, three times a day. The staff are contributing a lot to the menu these days. The cooks use a combination of their own recipes, old military recipes and recipes that they find on-line. Even the desserts (Lemon Pound cake with a lemon glaze) are recipes from treats staff have brought in, that are modified to fit the menu and resident population.

ICSEW Presents...

How to Do More, Better, Faster and Get Things Done!

Gain Skills for a Successful New Year!

- ✦ Managing time, paper and people
- ✦ Getting organized at work and home
- ✦ Conquering perfectionism, and procrastination
- ✦ Delegating with success and without guilt
- ✦ Managing priorities and reducing stress
- ✦ Creating systems that work

December 14, 2005
Criminal Justice Center
19010 1st Ave S
Seattle, WA 98148
Room C-151
Cost only \$99
Call Ann McCay to register
(206) 721-6492

Team Efforts Felt by Veterans Home

Sailors from USS Henry M. Jackson visited the Home Depot store in Silverdale recently to offer a thank you to the employees who donated time and materials so that the Sailors could complete various volunteer projects at the Washington Veterans Home at Retsil.

According to Lt. Cmdr. Scott Young, HMJ executive officer, Home Depot donated approximately \$1,500 worth of supplies to his Sailors so they could work at the home.

"We started the volunteer project about a year ago," he said. "One project was to relocate a garden. We also painted the interior of a building. Home Depot's support

really helped us get the job done."

While the focus of the ceremony was to thank the employees of Home Depot for their support, the real reason both HMJ Sailors and the store came together was to help the Retsil Veterans Home, and with the two teams joined, the positive effects were felt by the veterans.

Jim Brown, Home painter and Bldg 10 project coordinator noted, "Their assistance has provided us the hands we don't have, to get the work done. They've done a great job - everything looks neat and clean. They've been a huge help to us."

Source: Northwest Navigator - JO1(SW) Spencer Webster, Staff Writer

Orting Snack-Bar Opening Soon

Reed's Kitchen LLC was recently awarded the contract, operating the Snack-bar and PX. They expect to open on December 1st.

The standard breakfast, burgers and sandwiches will be available along with homemade cookies, cakes, pies and espresso coffee and smoothies. Carol Reed, the new operator will also be asking residents and staff for ideas.

A two-tiered price system will also be offered, a lower price for residents, of course.



In the Spirit of Giving

Perhaps you or the civic group you belong to could help.

Holiday Donation Ideas for Orting, needed by Dec 14th.

Cash (to purchase \$30 worth of gifts per resident

Items for resident Gift Bag:

183 boxes of chocolate candy

100 boxes of Kleenex

100 cans of mixed nuts

100 boxes of crackers

100 Baby Powder

100 boxes of cookies

50 boxes of laundry soap

30 boxes of Efferdent

20 boxes of Meat & Cheese

50 phone cards

White Socks

\$20 gift certificates from Walmart or Fred Meyer

2006 Calendars

30 Doz cookies for Resident's Party on Dec 22nd.



Spokane Veterans Home is asking for:

Cash for resident gifts

White Crew Neck T-Shirts 2XXL & 3XXL

by Dec. 9th please.

At **Retsil** they need by Dec 18th:

Phone cards

Stamps

Sweat pants and shirts for men

2006 scenic calendars

Socks

Hickory farms food gift packs

Microwave popcorn

Diabetic soft centered chocolates

“Operation – Ready to Serve”

It is important for each of us to be prepared to deal with a disaster, not only to ensure the safety of you and your family, but also to ensure that you are able to continue in your integral roles at WDVA's Veterans Homes, Service Centers and Central Office.

There are many publications available to help prepare for a disaster and the steps involved in getting prepared can be overwhelming, so WDVA is launching “Operation – Ready To Serve”!

“Operation – Ready to Serve” will help divide the creation of a family disaster kit into manageable steps. This will allow each of us the opportunity to purchase or prepare a portion of a disaster kit, a little at a time. In the end, you and your family will be better prepared in the event of a disaster.

“Operation – Ready to Serve” will cover three major areas:

- ◆ Getting a Kit of emergency supplies
- ◆ Making a Plan for what you will do in an emergency
- ◆ Being Informed about what might happen

October 24, 2005

Gather water and a portion of food items, plus a container/place to store your kit. Be prepared to improvise and use what you have on hand to make it on your own for *at least* three days, maybe longer.

Water

- One gallon of water per person per day, for drinking and sanitation (don't forget to include water for your pets).
- Children, nursing mothers, and sick people may need more water.
- If you live in a warm weather climate more water may be necessary.
- Store water tightly in clean plastic containers such as soft drink bottles.

Food

- Store at least a three-day supply of non-perishable food (don't forget to include food your pets).

- Select foods that require no refrigeration, preparation or cooking and little or no water.
- Pack a manual can opener and eating utensils.
- Choose foods your family will eat to-eat:
 - Canned meats, fruits and vegetables
 - Protein or fruit bars
 - Dry cereal or granola
 - Peanut butter

November 9, 2005

Plan on gathering remainder of Food items.

Remember, choose foods your family will eat:

- Dried fruit
- Nuts
- Crackers
- Canned juices
- Non-perishable pasteurized milk
- High energy foods
- Vitamins
- Food for infants
- Comfort/stress foods

November 24, 2005

Add a Battery-powered radio and extra batteries – for information on Weather Radios. (source - Seattle Red Cross – Cost of \$35.00)

In addition, add one complete change of warm clothing and shoes per person, including:

- Jacket or coat
- Long pants
- A long sleeve shirt
- Sturdy shoes
- A hat and gloves
- A sleeping bag or warm blanket for each person

If you live in a cold weather climate, you must think about warmth. It is possible that the power will be out and you will not have heat. Rethink your clothing and bedding supplies to account for growing children and other family changes.

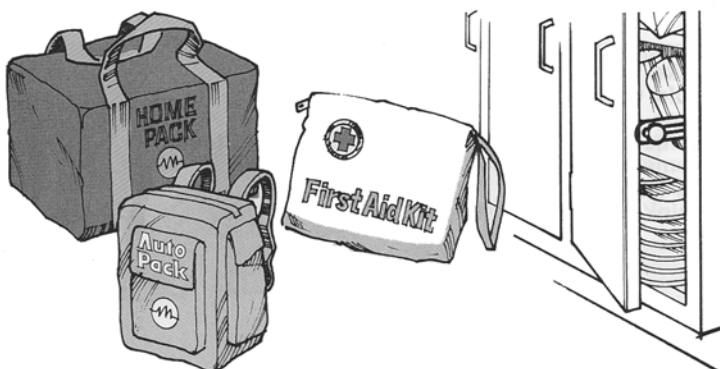
December 9, 2005

Add a Flashlight and extra batteries.

Fill out your Family Communications Plan sheet and prepare one contact card for each family member to carry.

December 24, 2005

Give each family member a contact card (A perfect stocking stuffer that shows you care!).



Emergency Kit Preparations continue in the January @WDVA newsletter